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Signed: Karen A. Hallock  
Karen A. Hallock

Amelt B

#16  
T.D.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Confirmation No.: 6830

03/10/04

Appln. No. : 09/475,765  
Applicant : ERIC HAMER et al.  
Filed : December 30, 1999  
TC/A.U. : 2143  
Examiner : PHUOC H. NGUYEN

**RECEIVED**

MAR 05 2004

Docket No. : KEYNP005  
Customer No. : 26541  
Title : METHOD AND SYSTEM FOR EVALUATING Technology Center 2100  
QUALITY OF SERVICE OVER THE INTERNET

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT C AFTER FINAL**

Sir:

In response to the Final Office Action of November 14, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.